

JOB DESCRIPTION

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| Section: | Youth Hub |
| Project: | Focus Ireland's Supported Temporary Accommodation (Block 4 STA.) |
| Job Title: | Contact Worker |
| Responsible to: | Team Leader |
| Location: | George's Hill, Dublin 7 |

Primary Purpose of Role:

The STA provides low threshold, supported temporary accommodation for young adults (aged 18 to 26 years) with complex needs. Stability in the young adult's accommodation is achieved with resilience building and principles of harm reduction with the primary goal of securing and maintaining long term accommodation.

Main Duties and Methodologies:

1. To work within the framework of the overall objectives of Focus Ireland
2. To work within the overall policies and procedures of Focus Ireland, inclusive of Health and Safety Policy and ensure their implementation
3. To work to the Focus Ireland model and standards of best practice
4. To work a flexible rota over 7 days, including sleepovers, to meet the objective of the service
5. To provide a safe, welcoming environment for young adults and to ensure the safety of young adults and the premises by maintaining a safe environment and facilitating conditions which reduce or remove incidents and/or harmful behaviours of young adults
6. Specifically to work in conjunction with the Project Worker (Case Management) in the formulation of assessments and Inductions for residents and the implementation of agreed support and resettlement plans.
7. To undertake individual contact work with young adults that are out of home as outlined in the support plan.
8. To assist in the daily cleaning of the service to ensure a welcoming environment.
9. To interact with young adults including observing their behaviour, supporting the young adult to manage their own behaviour and regulate their emotions, dealing with young adult's emergencies in accordance with guidelines, and reporting incidents to appropriate staff and recording observations for communication to other staff.
10. To accompany and provide support to young adult on appointments to other services i.e. doctors, counsellors, court etc. as appropriate
11. To be responsible for keeping up to date contact records, daily logs and written assessments. Inputting information on the Focus Ireland database.

12. To provide advice and practical support across a range of issues including Housing, Health, Safety, Addictions and Social Welfare and ensure that pamphlets and other written materials are available and up-to-date.
13. Assist with assessing entitlement to and applying for Social Welfare and with completing forms.
14. To assist in the preparation, provision and delivery of food, and that these are maintained safely and in accordance with HACCP food safety management system.
15. To work in close liaison and co-operation with other teams within Focus Ireland and other Statutory and Voluntary Agencies as deemed appropriate.
16. To attend Team, Section, Divisional, Organisational and external organisational meetings and training as required.
17. To implement existing policies and procedures and to input into the development of new policies and procedures.
18. To engage in supervision sessions on a regular basis with the Team Leader.
19. To participate in relevant training and development courses as agreed with your Team Leader.
20. In conjunction with your Line Manager continuously develop the role to ensure that all tasks are being undertaken in an effective and appropriate manner to meet the strategic aims and objectives of the Focus Ireland.
21. To undertake such other duties as might be reasonably assigned from time to time in consultation with the Team Leader.
22. To be vigilant to any Health, Safety and Welfare risks in the workplace and bring any concerns to the attention of your line manager or Health & Safety Representative.

Essential criteria

- Relevant third level degree in the area of social care i.e. youth work, social studies, addiction, psychology
- Experience in the social care field working with disadvantaged youth

Desirable criteria

- Experience of supporting marginalised youth with high risk and challenging behaviour
- A working knowledge of issues affecting young adults out-of-home and their impact on young adults and their physical, emotional and psychological development.
- Relevant experience of working in a team which shares a common goal.
- A working knowledge of services in the homeless sector.
- An awareness of child protection issues and ways of responding appropriately to any concerns.
- Knowledge of the National Quality Standards Framework for Youth Work 2011